



TRANSPORTATION NETWORK DIRECTORY FOR PEOPLE WITH DISABILITIES AND ADULTS 50+ MONTGOMERY COUNTY, MARYLAND

TRIP PLANNING

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This is a project of the Montgomery County Commission on People with Disabilities.

To submit an update, add or remove a listing, or request an alternative format, please email MCCPWD@montgomerycountymd.gov.



CONNECT-A-RIDE

301-738-3252 (V) - 24 Hour Message Service

<https://accessjca.org/connect-a-ride> • Email: connectaride@accessjca.org

Hours: Monday through Friday, 9:00 a.m. to 5:00 p.m. Call for free transportation information and referral regarding all public, private and volunteer transportation options for adults ages 50+ and persons with disabilities of all ages living in Montgomery County. Also provide assistance with completing applications and offer Ride Smart Workshops to help small groups of adults learn how to use public transportation options and otherwise navigate the National Capital Region. Connect-A-Ride is funded by the Montgomery County Department of Transportation and is directed by the Jewish Council for the Aging.



REACH A RIDE

1-855-732-2427 (Toll Free Hotline) • 202-962-3213 (TTY)

www.reacharide.com • Email: reacharide@mwkog.org

Hotline Hours: Monday through Friday, 9:00 a.m. to 5:00 p.m. Provides information about specialized transportation options for people with disabilities, adults 60+, those with limited English proficiency, and low-income commuters. Information is in English and Spanish. The website includes a searchable database of both private and public entities. Resources are located within the National Capital Region (DC, MD, VA). Site is maintained by the Metropolitan Washington Council of Governments (MWCOC).



RIDE ON TRANSIT SERVICES

MONTGOMERY COUNTY DEPARTMENT OF TRANSPORTATION

311 (inside the County) • 240-777-0311 (outside of the County)

711 for MD Relay TTY • www.montgomerycountymd.gov/rideon

311 Hours: Monday through Friday, 7:00 a.m. to 7:00 p.m. Call for bus schedules, routes, connections to rail. To find a retail location where bus passes are sold visit www.montgomerycountymd.gov/DOT-transit/fares. Online trip planning tools include Google Maps and Google Mobile. The Ride On system map also shows other Montgomery County transportation including Metrorail, Metrobus, MARC commuter rail, and MTA commuter bus service. Conditionally eligible MetroAccess users ride free at all times.



**RIDE ON REAL TIME
MONTGOMERY COUNTY
DEPARTMENT OF TRANSPORTATION**
<https://rideon.app>

Ride On Real Time uses GPS technology to track your bus and estimate when it will arrive at your stop. Site updates every 5 seconds. ADA compliant. Also find a bus stop by bus number, by address or by location. **How to access Real Time bus arrival information from your cell phone:** Open your phone's web browser to <https://rideon.app>; click on Find A Stop, then Where Is My Bus – Real Time. Real Time will display the bus stop location and the estimated arrival times for the next bus. **Notify Me:** This function allows site visitors to subscribe for personalized vehicle arrival notifications and alerts via Email or SMS text messaging. Users must register and set up their notification profile by selecting stop number, service route and direction, day(s) of the week, and time of service.



GOOGLE MAPS AND GOOGLE MAPS FOR MOBILE

www.google.com/maps

Google Maps now includes Ride On transit route and schedule information. Use Google Maps as you normally would but select 'By Public Transit' to use public transportation for your trip. You can also select a future date and time by clicking the 'Show options' button. Metro service is also available on Google Maps so your trip planning request will show connecting Metrobus or Metrorail service. With your GPS-enabled smartphone and the Google Maps mobile application you can get Ride On trip information based on your current location and time.



**METRO TRIP PLANNING ASSISTANCE
WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY (WMATA)**

202-637-7000 (V) • 202-962-2033 (TTY)

www.wmata.com/schedules/trip-planner

Metro's Trip Planner provides information on service for the entire Washington metropolitan area including Maryland, DC and Virginia. Plan routes between two destinations using Metrorail and/or Metrobus. Suggested trip itineraries include the fare, estimated travel time, and any walking directions. Trip Planner also offers information on the accessibility of bus stops including whether the bus stop has a shelter or bench, the availability of crosswalks and curb ramps, and more. To utilize the tool, click on any bus stop that appears on the Trip Planner itinerary map or "Service Nearby" location search. An app is also available for mobile devices. Live Chat agents are available online Monday to Friday, 7:00 a.m. to 7:00 p.m., excluding holidays.



**busETA
METROBUS TRIP PLANNING ASSISTANCE**

<http://buseta.wmata.com>

busETA allows customers to determine next bus arrivals for all stops in the Metrobus system using GPS and advanced computer modeling to track buses. Real-time bus arrival information is updated every 30 seconds for accuracy and displays up to three next buses to arrive. Shows both time and distance for next bus arrival as well as how many stops away a bus is located. Provides real-time Metro alerts and advisories alongside arrival times. Conveniently lists available nearby routes based on a customer's location. Available across all mobile and desktop applications.

WMATA TRANSIT ACCESSIBILITY CENTER

202-962-2700 (V) • 202-962-2033 (TTY) • 202-510-9165 (Video Phone)

E-mail: eligibility@wmata.com or traveltraining@wmata.com
www.wmata.com/service/accessibility/transit-accessibility.cfm

Hours: Monday, Wednesday, Thursday, Friday, 8:00 a.m. to 4:00 p.m.; Tuesday, 8:30 a.m. to 2:30 p.m.

One-stop shop for information and assistance in meeting the accessible transportation needs of customers with disabilities. Services include: eligibility for the Reduced Fare (half-fare) program; applying for visitor's status for the Reduced Fare program; eligibility assessments for MetroAccess paratransit service; applying for visitor's status for MetroAccess; travel training and system orientation; community outreach; obtaining a replacement for lost or stolen MetroAccess or Reduced Fare ID card; updating contact information and EZ-Pay or InstantAccess passwords; MetroAccess trip history requests; and non-conventional mobility aid certification program. The Transit Accessibility Center is located at Metro Headquarters, 655 Virginia Avenue, SW, Washington, DC 20024. **Please note:** The Transit Accessibility Center is a walk-in shop, **except** for MetroAccess Paratransit eligibility interviews and assessments that **are by appointment only**.

TRiPS – TRANSPORTATION RESOURCES, INFORMATION AND PLACES TO SEE



Silver Spring Paul S. Sarbanes Transit Center
8404 Colesville Road – 2nd Level
Silver Spring, MD 20910

Hours: Monday through Friday, 6:00 a.m. to 6:00 p.m.
Saturday and Sunday, 7:00 a.m. to 4:00 p.m.

240-773-8747 (V) • E-mail: mcdot.trips.ss@montgomerycountymd.gov
www.montgomerycountymd.gov/dot-dir/commuter/trips/index.html

Transit information assistance and trip planning, RideOn and Youth Cruiser passes, SmarTrip® Cards, add value and 7-day bus passes to SmarTrip® Cards, regional transit system maps and schedules, rideshare (carpool/vanpool) and carsharing assistance, pedestrian and bicycle safety information, and transit-related merchandise.

Mobile Commuter Store

Sells fare media including adding value or purchasing SmarTrip® cards, MARC tickets and Ride On Passes. The Mobile Commuter Store (MCS) also offers a broad range of services, including one-on-one assistance, transportation and visitor information, schedules and maps. MCS also provides real time transit information based on the location of the vehicle on screens both inside and outside the MCS.



To view the weekly Mobile Commuter Store schedule, visit

www.montgomerycountymd.gov/dot-dir/commuter/trips/mobile-commuter-store-sched.html